PEGEIVED CENTRAL FAX CENTER

JUN 23 2006

109.0017 e-Make

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:

Popillo et al.

Serial No.:

10/036,801

Filed:

December 21, 2001

For:

SYSTEMS AND METHODS FOR INCREASING BUSINESS PRODUCTIVITY

AND REVENUES BY IDENTIFYING CRITICAL INTERACTIONS

RELATING TO CUSTOMERS

Group:

3623

Examiner:

Choi, Peter H.

Durham, North Carolina June 23, 2006

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

CERTIFICATION OF FACSIMILE TRANSMISSION

Sirs:

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office, Fax. No. 571-273-8300 on the date set forth below.

- 1. Amendment Transmittal (2 pages)
- 2. Amendment (13 pages)

Marianna Tortorelli

Printed name of person signing

nouser Intreel

Signature

Date: June 23, 2006

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Amendment

Sir:

In response to the Official Action of February 1, 2006, please amend the above identified application as follows: